

MEMORANDUM

3/6/2014

TO: David Dise, Director, Department of General Services
Patrick Lacefield, Director, Office of Public Information
FROM: CountyStat
SUBJECT: DGS Performance Review

The following items were identified for follow-up during the 3/5/2014 CountyStat Meeting:

1. DGS should work with MC311 to refine their topic areas and sub-areas to better align with their KBAs in order to improve the quality of Seibel data pertaining to DGS service requests
Responsible parties: DGS, PIO
Other parties: CountyStat
Deadline: 6/30/2014
2. DGS and MC311 should coordinate and share information relating to properties to allow CSRs to quickly identify who owns each one so that SRs related to building maintenance and related issues are properly assigned
Responsible parties: DGS, PIO
Other parties: none
Deadline: 6/30/2014
3. DGS should work with MC311 to explore whether opportunities exist for expanding the department's use of the SR-fulfillment process, especially for Fleet and Facilities Management
Responsible parties: DGS, PIO
Other parties: none
Deadline: 6/30/2014
4. Consider minor shifting of the timing of the bi-annual Maintenance Survey to positively impact response rate and coordinate with other recurring surveys
Responsible parties: DGS
Other parties: none
Deadline: 12/1/2014
5. Revise the headline measure data regarding Rent per Square Foot
Responsible parties: CountyStat, DGS
Other parties: none
Deadline: 3/31/2014
6. Further refine the headline measure regarding County carbon footprint to incorporate square footage of buildings and miles traveled by vehicles
Responsible parties: CountyStat, DGS
Other parties: none
Deadline: 6/30/2014
7. Define the appropriate measures to track within the DGS/Fleet telematics program
Responsible parties: CountyStat, DGS
Other parties: none
Deadline: 4/11/2014
8. Include CountyStat as stakeholders in future meetings/discussions regarding the implementation of AP 5-23 (next CountyStat meeting on the County's Green Initiatives is scheduled for (10/1/14)
Responsible parties: DGS
Other parties: none
Deadline: 10/1/2014

cc: Timothy Firestine, Chief Administrative
Fariba Kassiri, Assistant Chief Administrative Officer